

Amendments to the Claims

Please amend claims 1, 2, 4-6, 8-12, 14-16 and 18-20 as shown below.

Please cancel claim 3.

Listing of Claims

This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently amended) A method for interacting with a customer interaction center ~~over a computer network~~, comprising the steps of:

determining a channel through which a customer interaction between a customer and the customer interaction center will be conducted, including identifying at least one of

a telephone connection from the customer to an automated telephone system,

a telephone voice connection between the customer a human customer service representative,

postal mail from the customer,

electronic mail from the customer, and

a facsimile connection between the customer and the customer interaction center,

a client computing device connection from the customer to the customer interaction center through a public network, and

a thin client connection device from the customer to the customer interaction center through a wireless interface;

if the channel is one of postal mail, electronic mail or facsimile connection, transmitting an acknowledgement to the customer with an expected time to reply;

if the channel is one of a telephone connection, a telephone voice connection, a client computing device and a thin client computing device,

establishing a connection between the customer and the customer interaction center along the channel;

automatically calculating a customer value for the customer based on historical customer interaction information;

determining whether said customer value exceeds a predetermined threshold; and
if said customer value is less than said predetermined threshold, presenting said customer
with a partial list of interaction options over the computer network, ~~provided said~~
~~customer value is less than said predetermined threshold~~ and receiving a selected
interaction option from the customer over the computer network, wherein said
selected interaction option is listed on said partial list, ~~otherwise~~;
if said customer value is not less than said predetermined threshold, presenting said
customer with a complete list of interaction options over the computer network
and receiving a selected interaction option from the customer over the computer
network.

2. (Currently amended) The method of claim 1, further ~~including~~ comprising the step of
conducting the interaction in accordance with the selected option.

3. (Cancelled)

4. (Currently amended) The method of claim 2, further comprising the steps of:
retrieving a contact history that corresponds to said customer from a contact history
database;
presenting the contact history to a customer service representative (CSR) ~~CSR~~; and
interacting with the customer in accordance with the contact history, wherein said contact
history ~~is comprised of~~ comprises information related to previous interactions with the customer.

5. (Currently amended) The method of claim 4, wherein the step of interacting with the
customer, is further ~~comprised~~ comprises the following steps:
observing at least one customer response to a specific question;
creating a customer profile based on said at least one customer response;
recording said at least one customer response in a customer interaction database record;
repeating the observing, creating and recording steps until the completion of the
interaction; and

copying said customer interaction database record to said contact history database.

6. (Currently amended) The method of claim 4, wherein the step of interacting with the customer is further ~~comprised~~ comprises of the following steps:

receiving a request from a client computing device;

determining whether said request originates from a first client computing device ~~comprised of~~ comprising a first processor or from a second client computing device ~~comprised of~~ comprising a second processor, wherein said first client computing device ~~is comprised of~~ comprises a slower central processing unit and a lower resolution display than said second client computing device; and

responding to said request in a format compatible with said first client computing device; ~~provided if~~ if said request originated from said first client computing device, ~~otherwise;~~

responding to said request in a format compatible with said second client computing device; if said request originated from said second client computing device.

Q2 7. (Original) The method of claim 1, wherein the step of automatically calculating a customer value based on historical customer interaction information, further comprises the following steps:

processing a customer request to purchase an item or service;

retrieving historical customer interaction data associated with said customer from a customer value database;

computing a customer value based on said customer request and the historical customer interaction data; and

updating said customer value database.

8. (Currently amended) A method for ~~interacting~~ interaction with a customer from a customer interaction center over a computer network, comprising the steps of:

~~transmitting~~ receiving from the customer a request to interact with a customer service representative (CSR) ~~CSR over a computer network to a customer interaction center;~~

~~receiving said request by said customer interaction center;~~

if the customer initiates contact with the customer interaction center via one of a facsimile machine and postal mail, evaluating the customer contact using character recognition to produce processed data and conveying the processed data to the CSR for response to the customer;

if the customer initiates contact with the customer interaction center via one of a telephone connection, a telephone voice connection and a client computing device, automatically calculating a customer value based on historical customer interaction information;

determining whether said customer value exceeds a predetermined threshold; and

if said customer value is less than said predetermined threshold, presenting said customer with a partial list of interaction options, ~~provided said customer value is less than said predetermined threshold~~ and receiving a selected option from the customer, wherein said selected option is listed on said partial list, ~~otherwise;~~

if said customer value is less than said predetermined threshold, presenting said customer with a complete list of interaction options and receiving a selected option from the customer.

9. (Currently amended) The method of claim 8, wherein said step of ~~transmitting~~ receiving a request is further ~~comprised of~~ comprises the step of ~~transmitting~~ receiving a request over a wireless medium to a customer interaction center.

10. (Currently amended) The method of claim 8, wherein said step of receiving said request is further ~~comprised of~~ comprises the following steps:

receiving a request from a client computing device to access a customer interaction center;

determining whether said request originates from a first client computing device ~~comprised of~~ comprising a first processor or from a second client computing device ~~comprised of~~ comprising a second processor, wherein said first client computing device further comprises ~~is comprised of~~ a slower central processing unit and a lower resolution display than said second client computing device; and

responding to said request in a format compatible with said first client computing device, ~~provided if~~ if said request originated from said first client computing device, ~~otherwise;~~

responding to said request in a format compatible with said second client computing device if said request originated from said second client computing device.

11. (Currently amended) A computer-readable medium containing instructions for interacting with a customer interaction center over a computer network, the instructions comprising the steps of:

automatically calculating a customer value based on historical customer interaction information;

determining whether said customer value exceeds a predetermined threshold; and

if said customer value is less than said predetermined threshold, presenting said customer with a partial list of interaction options, ~~provided said customer value is less than said predetermined threshold~~ and receiving a selected interaction option from the customer, wherein said selected interaction option is listed on said partial list, otherwise;

if said customer value is not less than said predetermined threshold, presenting said customer with a complete list of interaction options and receiving a selected interaction option from the customer.

12. (Currently amended) The computer-readable medium of claim 11, wherein the method further ~~includes~~ comprises the step of conducting the interaction in accordance with the selected option.

13. (Original) The computer-readable medium of claim 12, wherein the method further comprises the steps of:

determining a channel through which the interaction will be conducted; and

establishing a connection between the customer and the customer interaction center along said channel.

14. (Currently amended) The computer-readable medium of claim 12, wherein the method further comprises the steps of:

retrieving a contact history that corresponds to said customer from a contact history database;

presenting the contact history to a customer service representative (CSR) ~~CSR~~; and
interacting with the customer in accordance with the contact history, wherein said contact history ~~is comprised of~~ comprises information related to previous interactions with the customer.

15. (Original) The computer-readable medium of claim 14, wherein the step of interacting with the customer, ~~is further comprised of~~ comprises the following steps:

observing at least one customer response to a specific question;
creating a customer profile based on said at least one customer response;
recording said at least one customer response in a customer interaction database record;
repeating the observing, creating and recording steps until the completion of the interaction; and
copying said customer interaction database record to said contact history database.

16. (Currently amended) The computer-readable medium of claim 14, wherein the step of interacting with the customer ~~is further comprised of~~ comprises the following steps:

receiving a request from a client computing device;
determining whether said request originates from a first client computing device ~~comprised of~~ comprising a first processor or from a second client computing device ~~comprised of~~ comprising a second processor, wherein said first client computing device ~~is comprised of~~ comprising a slower central processing unit and a lower resolution display than said second client computing device; and

responding to said request in a format compatible with said first client computing device, ~~provided if~~ if said request originated from said first client computing device, ~~otherwise;~~

if said request originated from said second client computing device responding to said request in a format compatible with said second client computing device.

17. (Original) The computer-readable medium of claim 11, wherein the step of automatically calculating a customer value based on historical customer interaction information, further comprises the following steps:

processing a customer request to purchase an item or service;
retrieving historical customer interaction data associated with said customer from a customer value database;
computing a customer value based on said customer request and the historical customer interaction data; and
updating said customer value database.

18. (Currently amended) A computer-readable medium containing instructions for interacting with a customer interaction center over a computer network, the instructions comprising the steps of:

~~transmitting~~ receiving a request from a customer to interact with a customer service representative (CSR) ~~CSR~~ over a computer network ~~to~~ at a customer interaction center;

~~receiving said request by said customer interaction center;~~

if the customer initiates contact with the customer interaction center via one of a facsimile machine and postal mail, evaluating the customer contact using character recognition to produce processed data and conveying the processed data to the CSR for response to the customer;

if the customer initiates contact with the customer interaction center via one of a telephone connection, a telephone voice connection and a client computing device, automatically calculating a customer value based on historical customer interaction information;

determining whether said customer value exceeds a predetermined threshold; and

if said customer value is less than said predetermined threshold, presenting said customer with a partial list of interaction options, ~~provided said customer value is less than said predetermined threshold~~ and receiving a selected option from the customer, wherein said selected option is listed on said partial list, ~~otherwise;~~

if said customer value is not less than said predetermined threshold, presenting said customer with a complete list of interaction options and receiving a selected option from the customer.

19. (Currently amended) The computer-readable medium of claim 18, wherein said step of transmitting a request ~~is further comprised of~~ comprises the step of transmitting a request over a wireless medium to a customer interaction center.

20. (Currently amended) The computer-readable medium of claim 18, wherein said step of receiving said request ~~is further comprised of~~ comprises the following steps:

receiving a request from a client computing device to access a customer interaction center;

determining whether said request originates from a first client computing device ~~comprised of~~ comprising a first processor or from a second client computing device ~~comprised of~~ comprises a second processor, wherein said first client computing device ~~is comprised of~~ comprises a slower central processing unit and a lower resolution display than said second client computing device; and

responding to said request in a format compatible with said first client computing device, ~~provided if~~ if said request originated from said first client computing device, ~~otherwise;~~

responding to said request in a format compatible with said second client computing device if said request originated from said first client computing device.
